# BPO FUTURE FORWARD

THE SALES AND FULFILLMENT
(S&F) SERIES

6 strategies for a successful supply chain management (SCM) BPO ecosystem

Supply chain management is often seen as a core function within enterprises and seldom do supply chain executives feel that these could or should be outsourced. However, with increasing maturity in BPO operations and analytics capabilities, enterprises can achieve significant competitive advantage by establishing an SCM BPO ecosystem. Here are 6 strategies to chart the right roadmap.

1. ANALYZE YOUR SCM LANDSCAPE
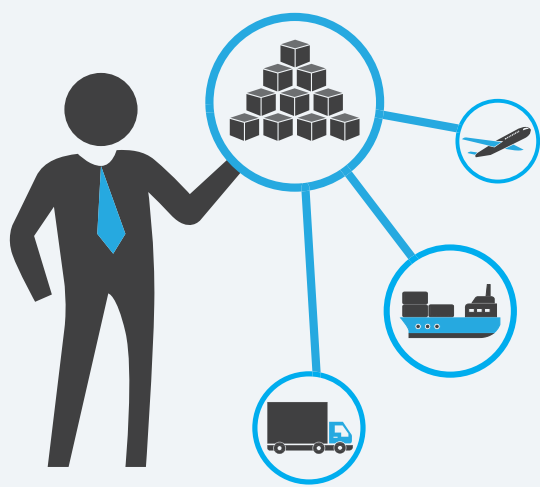
Start by identifying processes that could offer the most value from outsourcing and drawing a well-defined outsourcing roadmap

2. BUILD AN ECOSYSTEM OF INTEGRATED PARTNERS

An optimized supply chain demands an SCM ecosystem that seamlessly integrates all partners – including contract manufacturers, logistics providers, and software vendors

3. CHOOSE A BPO PARTNER FOCUSED ON OUTCOMES

Understand that the SCM outsourcing value proposition has moved beyond cost savings, so look for providers that focus on outcome-based delivery and improving cost of goods sold (COGS)

4. LOOK FOR INDUSTRY-SPECIFIC EXPERTISE

An SCM ecosystem in the automotive industry will require skill sets that are different from the ones required in the CPG or healthcare industries

5. CONDUCT PERIODIC ASSESSMENTS

Always assess or conduct diagnostics to arrive at potential gains before deploying a fully operational SCM BPO

6. UTILIZE CENTERS OF EXCELLENCE (COEs)

COEs make it easier to conduct diagnostics, standardize processes, scale best practices across regions, and enable quick ramp-up of SCM capabilities